



VOLUNTEER JOB DESCRIPTION

Job Title: Kentucky Senior Medicare Patrol-KY SMP Volunteer

Job Description: Adult volunteers, who are willing to help Medicare and Medicaid beneficiaries become better health care consumers through awareness to detect, protect and report errors, fraud and abuse.

Qualifications:

- Volunteers should have the ability and the willingness to share health care information with seniors and the general public about the importance of preserving the financial integrity of the Medicare and Medicaid health care programs.

Job Duties:

- Volunteers are willing to participate in various community outreach activities to:
 1. Network with the residents of their community to promote outreach activities to bring awareness to the beneficiary and general public about errors, fraud and abuse
 2. Distribute educational resource materials at health/senior fairs, senior centers, civic and faith based organizations
 3. Assist with office tasks e.g., answering the phone and labeling Health Care Journals
 4. Help beneficiaries review their Medicare Summary Notices for billing errors or improperly billed services
 5. Assist people one-on-one with the Medicare Prescription Drug Plan selection and enrollment process
 6. Share information and alert people in a group setting about scams surrounding Medicare/Medicaid services
- Volunteers will keep a log of outreach activities conducted, volunteer hours worked and mileage to be reported to their local KY SMP Project Coordinator on a monthly basis.

Training:

- Core Training on the national SMP program, Medicare Basics and Medicare Fraud and Abuse will be provided to new volunteers.
- Volunteers will be encouraged to attend any and all update trainings made available by the KY SMP Project or other health care partners e.g., SHIP.



SMP VOLUNTEER APPLICATION

Volunteer Name: _____ Date of Birth: _____

Home Address: _____ County: _____

City/Zip: _____

Home Phone: _____ Work Phone: _____

Senior Center Name: _____ Phone: _____
(If you are a Senior Center Manager or Volunteer at a Senior Center)

Email Address: _____ Cell #: _____

Fax #: _____ Best Time to reach you: _____

Signature: _____ Date: _____

Please mail, email, fax or phone in your monthly hours by the 5th of the month to: *Michelle List*

Kentucky SMP
Department of Public Health & Wellness
400 East Gray Street
Louisville, KY 40202
Phone: 502-574-6960 Fax: 502-574-6810
michelle.list@louisvilleky.gov

The U.S. Department of Health and Human Services (HHS) administers two programs to educate and counsel seniors about the health care options through Medicare as well as providing them with valuable information on Medicare fraud, error and abuse. The Centers for Medicare and Medicaid Services (CMS) administers the State Health Insurance Assistance Program (SHIP) and the Administration on Aging administers the Senior Medicare Patrol (SMP). Since 2001, SHIP and KY SMP have worked side-by-side to educate and assist seniors, disabled, low-income, hard-to-reach residents and the general public, to better understand their health care benefits resulting in an informed consumer of Medicare services.